



SEMTECH®

# AirLink Services Overview

SEPTEMBER 2024





# AirLink<sup>®</sup> Services Overview

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Connecting your critical assets requires real-time visibility and a simple, scalable way to manage your deployments.

# AirLink: More Than Just Routers

Our comprehensive suite of AirLink Services works together with your hardware to give you full visibility and control over your network.



## Keep Your Deployments Current and Secure

Easily maintain and secure your routers with software and security updates deployed to all your devices with a single click.



## Reduce Costs

Optimize your deployment, management and troubleshooting costs with remote management and expert technical support – No truck rolls required!



## Gain Full Network Visibility

Gain valuable insights and manage your entire fleet through a single platform with real-time data, dashboards and automated alerts.



## Scale Your Deployments

Manage thousands of devices as easily as one. Deploy configuration changes, add new routers or update routing policies in just a few clicks.

# AirLink Services Overview

Semtech delivers comprehensive subscription-based packages to secure, optimize and effortlessly scale your deployments. All newly purchased AirLink routers\* include one year of service.

## CLOUD-BASED SERVICE OPTIONS



### AirLink Premium

Best for mobility use cases. Includes Advanced Mobility Reporting and Advance Hardware Replacement.



### AirLink Complete

Best for general purpose usage. Includes remote management, technical support and hardware warranty.



### AirLink Basic

For older routers that just need security patches. It does not include remote management and hardware warranty is limited to one year only. Available at renewal only.

# AirLink Services Comparison

● Included with router purchase (1 year, registration required)

○ Optional

	AirLink Premium	AirLink Complete	AirLink Basic	AirLink Support
DEVICES SUPPORTED <i>(Bold indicates standard offering for that router)</i>	<b>XR90 (First Year Included)</b> XR80, XR60, MP70, RX55, RV55, RV50X, LX60, LX40 (Option)	<b>XR80, XR60, MP70, RX55, RV55, RV50X, LX60, LX40 (First year Included)</b>	MP70, RV55, RV50X, LX60, LX40 (Option at Renewal Only)	<b>MG90 Required</b> , MP70, RV55, RV50X, LX60, LX40 (Option)
Management Platform	ALMS (Cloud)	ALMS (Cloud)	ALMS (Cloud)	AM/AMM (On-Premises or Hosted)
Firmware and Security Updates	●	●	●	●
Extended Hardware Warranty up to 5 years	●	●	—	●
24/7 Technical Support	●	●	—	●
Out of Band Management (OOBM)	Yes (XR90 and XR80 only)	Yes (XR80 only)	—	—
Advanced Mobility Reporting	●	—	—	Equivalent Features
Advance Hardware Replacement	●	—	—	●
Tracker Widget	●	—	—	●
Hybrid Cloud – <i>Optional Add On (\$)</i> *	○	○	—	—
Edge Computing – <i>Optional Add On (\$)</i> *	○	○	—	—
Smart Connectivity – <i>Optional Add On (\$)</i>	○	○	—	○
Single Sign On (SSO) - <i>Optional Add On</i>	○	○	—	—
ALMS VPN - <i>Optional Add On</i>	○	○	—	—

# AirLink Services Comparison by Router

- Included with router purchase (1 year, registration required)
- Optional

	AirLink Premium	AirLink Complete	AirLink Basic	AirLink Support	Hybrid Cloud *	Edge Computing *	Smart Connectivity *	Single Sign-On*	ALMS VPN*
XR90	●	—	—	—	○	○	○	○	○
XR80	○	●	—	—	○	○	○	○	○
XR60	○	●	—	—	○	○	○	○	○
MP70	○	●	○	○	—	—	○	○	○
RX55	○	●	—	—	○	○	○	○	○
RV50X/ RV55	○	●	○	○	—	—	○	○	○
LX60/ LX40	○	●	○	○	—	—	○	○	○
MG90	—	—	—	Purchase Required	—	—	○	—	—

\* Optional Add On - Requires Active Subscription

# Service Offering Details



## AirLink Management Service - ALMS

AirLink Management Service is the control hub of your network. It allows you to remotely configure, manage, secure and troubleshoot your routers.

[Learn More](#)



## Firmware and Security Updates

Our service subscriptions include unrestricted access to firmware updates — new features, functionality and security patches.



## Extended Hardware Warranty

Enjoy peace of mind and protect the lifespan of your router deployments with our hardware warranty coverage.

[Learn More](#)



## Technical Support

Our dedicated team of wireless experts stands ready to assist you around the clock to ensure your routers function at their optimal capacity.

[Learn More](#)

[Request Support](#)



## Out-of-Band Management

This industry-unique “link of last resort” provides you with an always-on link to ALMS to remotely diagnose, recover or update your XR80 and XR90 routers.



## Advanced Mobility Reporting

Advanced Mobility Reporting provides historical reporting capabilities as well as lightweight vehicle fleet reporting and management capabilities to monitor your mobile deployments.

[Learn More](#)

# Service Offering Details Continued



## Advance Replacement

In the event of a device malfunction, we stand ready to dispatch a replacement on the very day the issue is reported, thus ensuring minimal interruption to your operations.



## Hybrid Cloud

This optional security feature merges the benefits of cloud technology with on-premise security controls for the management of your AirLink RX and XR routers offering ultimate security and control.

[Learn More](#)



## Edge Computing

This optional add-on allows you to run and manage lightweight Docker containers on eligible AirLink routers (Beta Program).

[Learn More](#)



## Smart Connectivity

Purpose built IoT Connectivity solutions with one point of accountability to ensure your business-critical assets are "always on".

[Learn More](#)



## Single Sign-On (SSO)

Enables ALMS users to log in with their enterprise credentials for seamless access.

[Learn More](#)

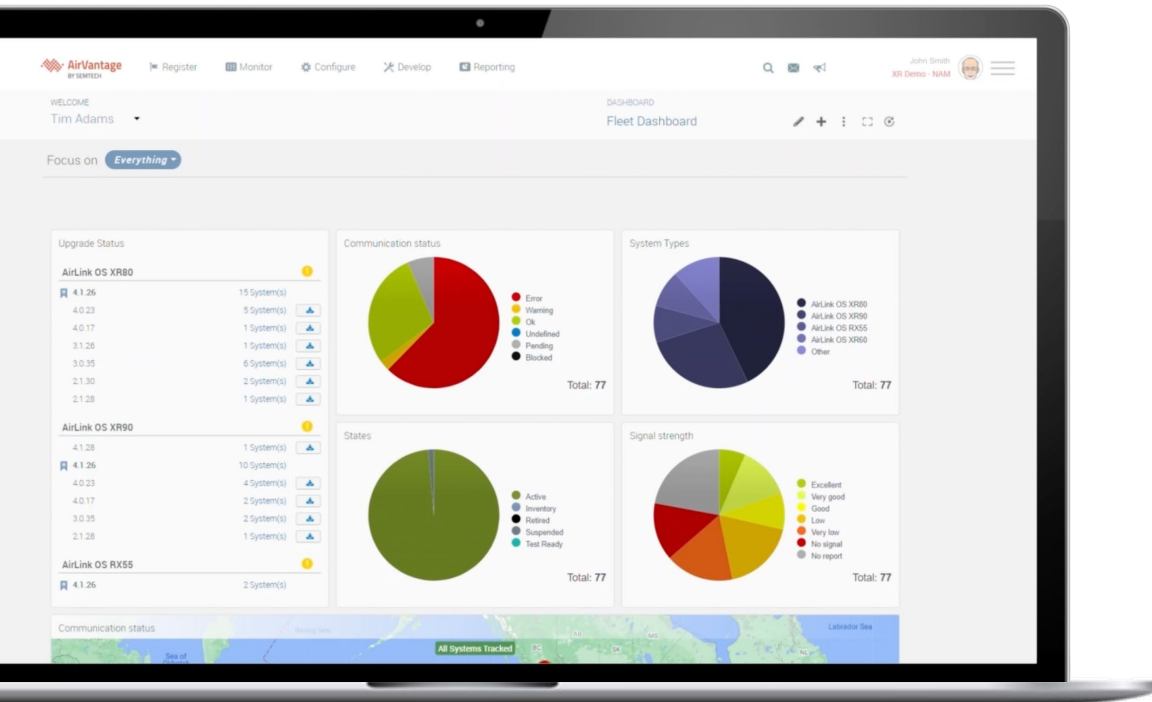


## ALMS VPN

Establishes a VPN between ALMS and the infrastructure which supports your AirLink routers.

[Learn More](#)

# Why Registering Your Router is So Important



## STREAMLINE ROUTER ADMINISTRATION

Registering your AirLink routers gives you access to the Semtech support team and services. (Support cannot be delivered on un-registered routers.) Our router management system enables you to streamline deployment and administration of all your routers.

## RESPOND TO SECURITY THREATS

You can easily stay updated with the newest fixes and features, and effortlessly apply critical firmware and security updates. This is critical as IoT devices proliferate and security threats grow. Optional two-factor authentication is available with ALMS.

## TRACK SUPPORT AND WARRANTY

Registering your router validates your ownership of the device. You can log in to ALMS and see everything in one place. You can easily track your routers and receive notifications of services expiration.

[Learn More](#)

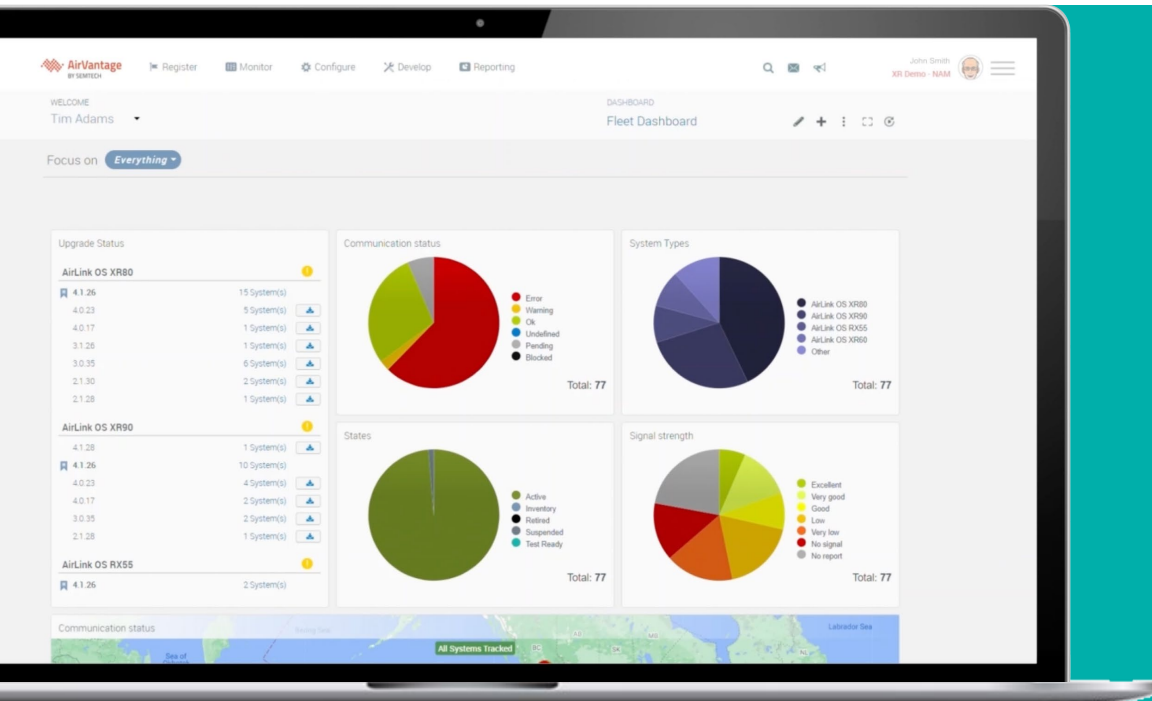


# AirLink Management System (ALMS) Overview

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Ideal for organizations that need the scalability and cost-effectiveness of a cloud platform to manage AirLink routers.

# The Power of the ALMS Platform



The Control Hub of Your Network

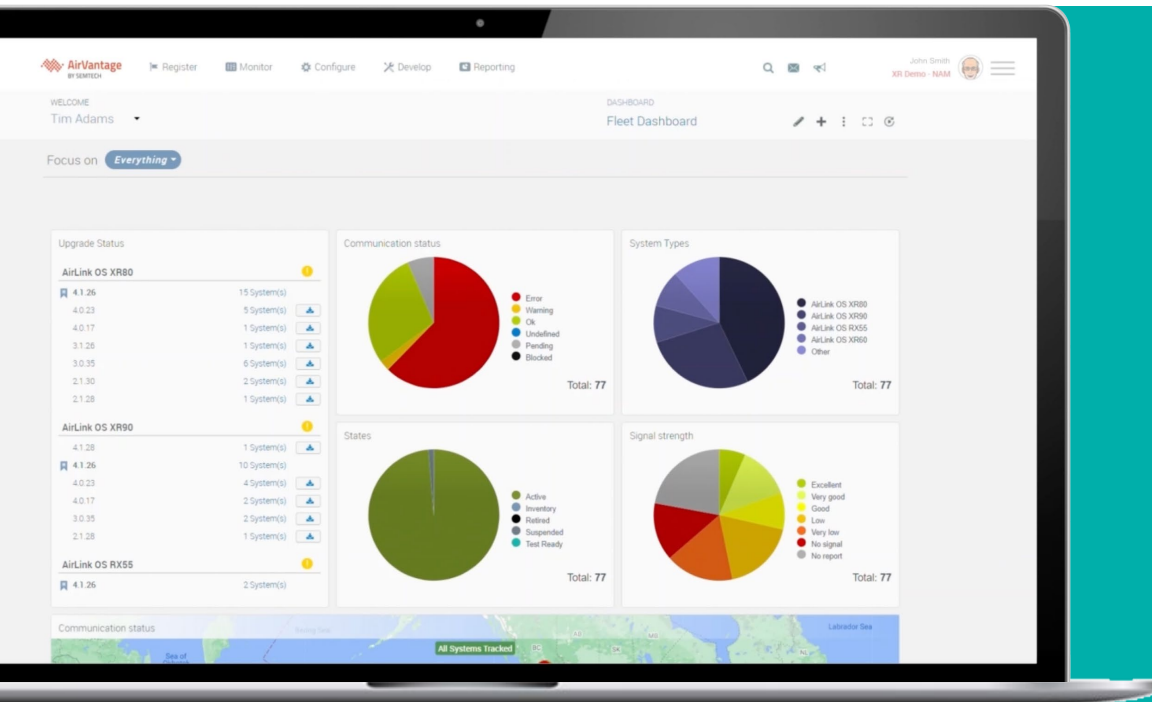
ALMS allows you to remotely configure, manage, secure and troubleshoot your routers – all from a single screen.

The System of Record of Your Deployments

ALMS is not only a cloud management platform but also an excellent tool to streamline the administration of your fleet of routers

# ALMS – The Control Hub

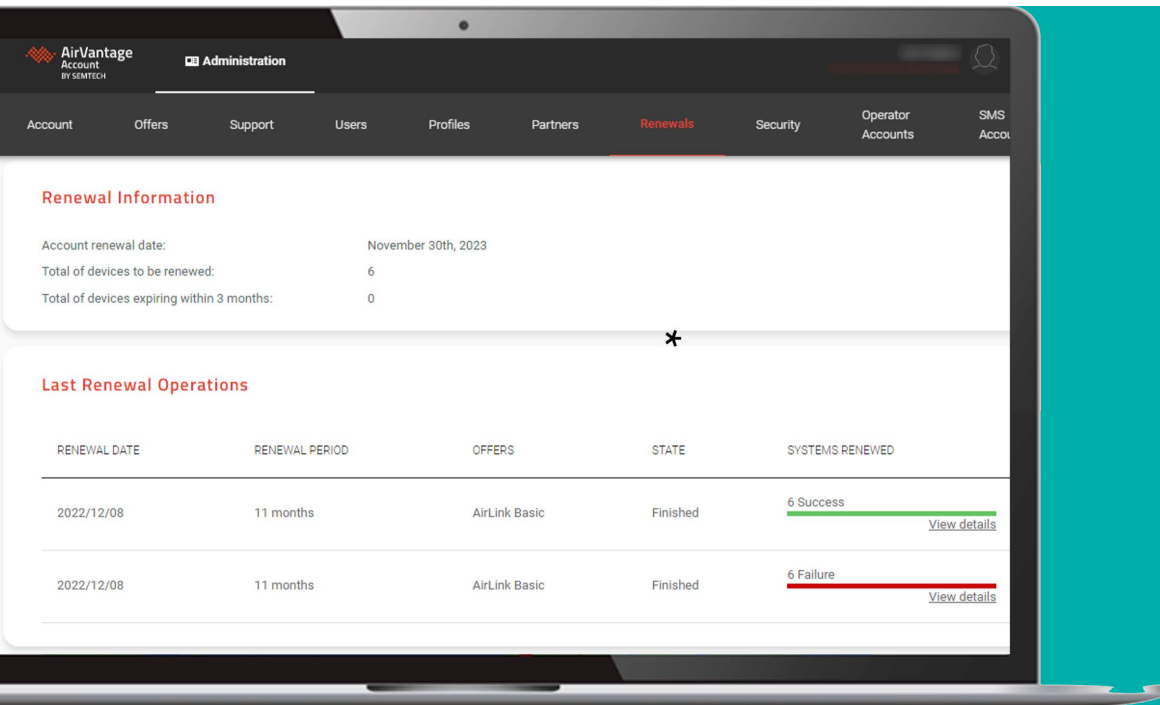
Acting as the control hub of your network, ALMS allows you to remotely configure, manage, secure and troubleshoot your routers – all from a single pane of glass.



- Register, configure and manage your routers at scale
- Proactively monitor your routers with interactive and customizable dashboards
- Deploy new firmware and security patches over-the-air in a few clicks
- Set alerts on critical events and diagnose issues with historical data
- Monitor your fleet of vehicles
- Integrate with your business applications through APIs

# ALMS – The System of Record

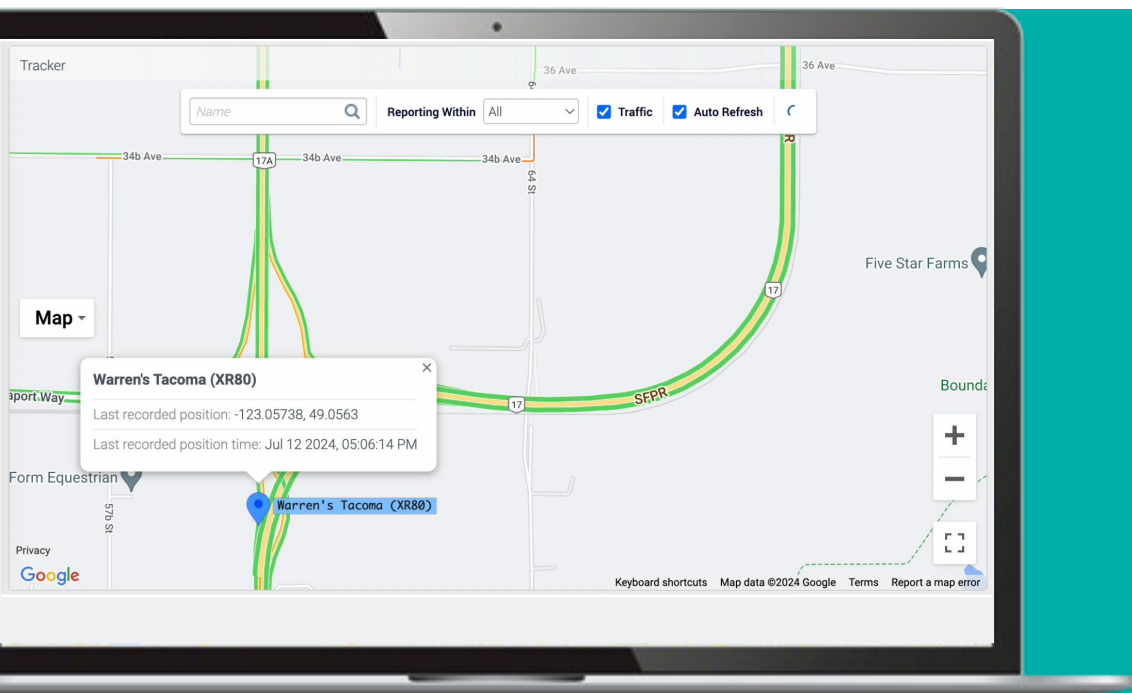
Whether or not you plan to use ALMS for cloud management, registering your routers in ALMS will help you streamline the administration of your fleet of routers.



- Validate the ownership of your routers
- Keep an eye on all important dates tied to your routers (support, warranty...)
- Be alerted when support and warranty expiration dates are nearing
- Be alerted when new fixes and features are released

# Tracker Widget

Easy and expanded access to near real-time view of your fleet of AirLink® routers — and by extension, the vehicles they're installed in — in a map interface



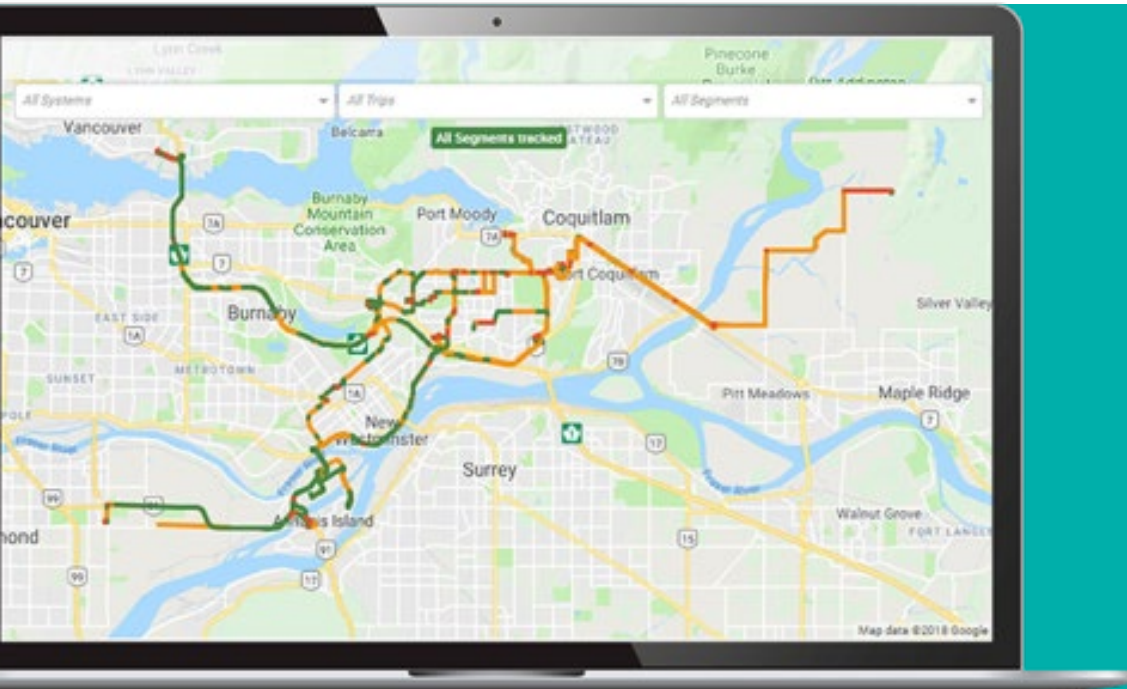
- Locate up to 20,000 AirLink® routers and the vehicles they are installed in
- Zoom in to track specific vehicles
- See them moving around near real-time with auto-refresh every 5 seconds
- Add the traffic layer to visualize traffic conditions
- Move to satellite view to gain situational context
- Share the tracker widget with any of your ALMS users and set their access rights accordingly

Included with active AirLink Premium subscriptions.

[Learn More](#)

# Advanced Mobility Reporting

Advanced Mobility Reporting (AMR) delivers best-in-class network and vehicle analytics based on +30 years of experience in mobile deployments



## REPORTS INCLUDED WITH AMR

- Coverage Map
- Coverage Trails
- Multi-Radio Coverage Trails
- Driver Behavior\*
- Engine Fault Summary
- Link Utilization\*\*
- Odometer
- Seat Belt
- Trip Replay
- Trips
- Vehicle
- Vehicle Utilization
- Zone Summary

[Learn More](#)

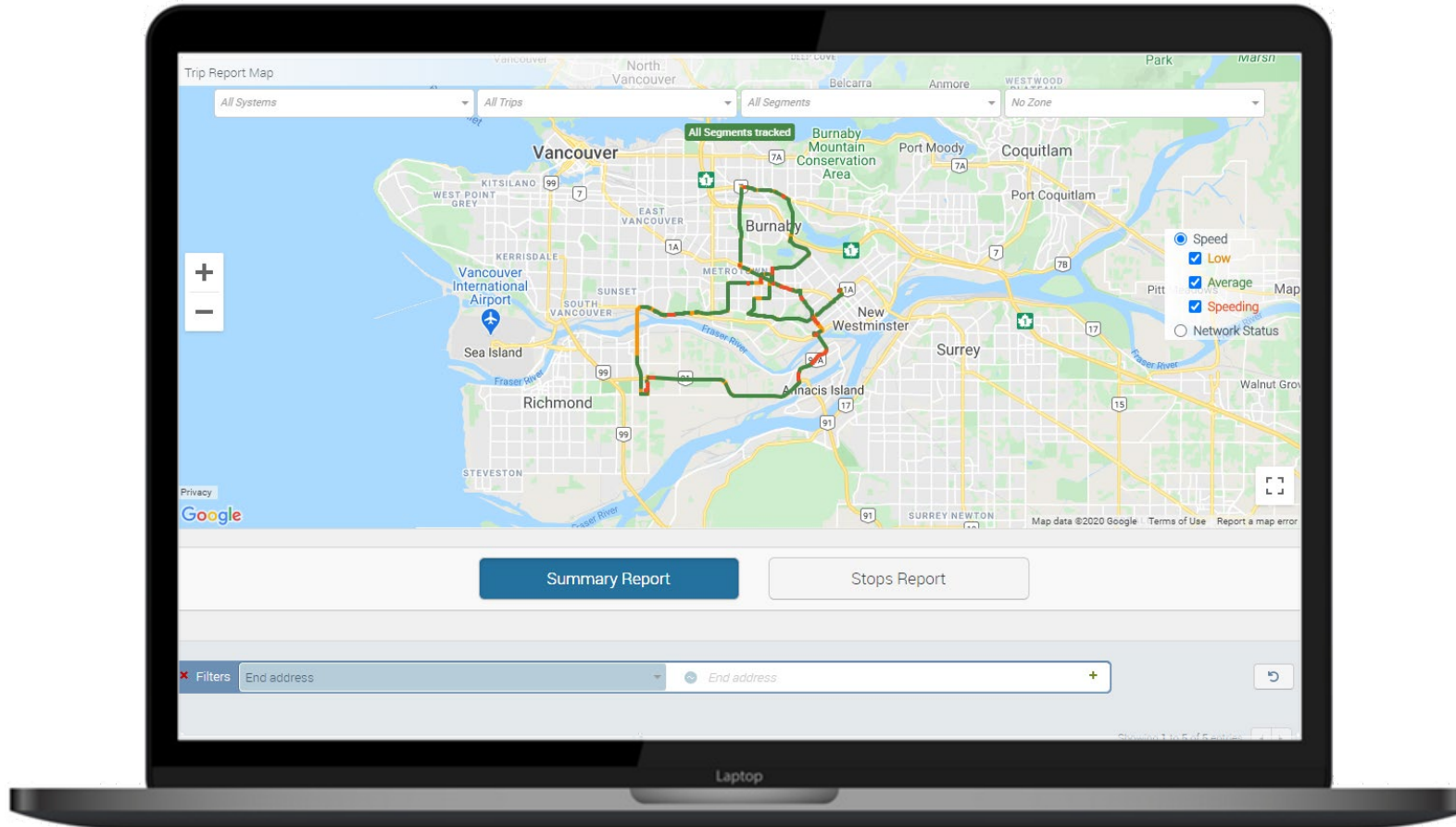
**Included with active AirLink Premium subscriptions.**

\* Requires inertial sensors on the router

\*\* Available on new-gen routers (AirLink OS)

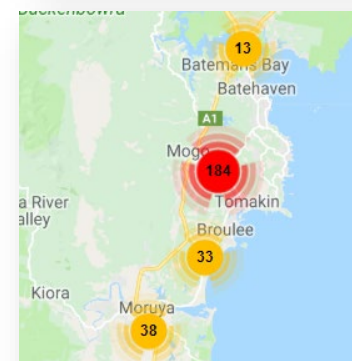
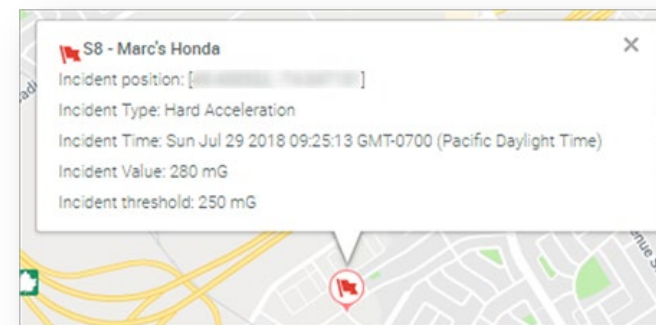
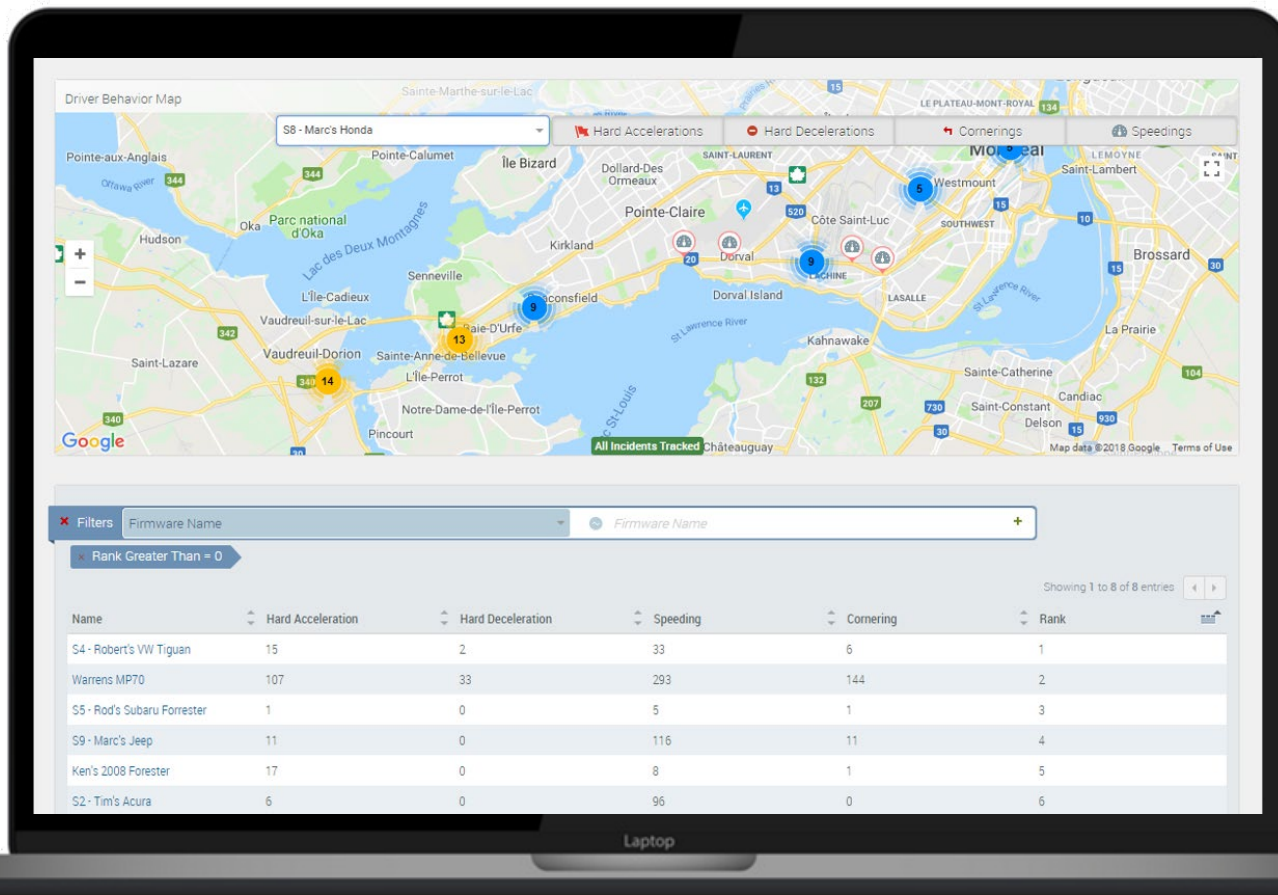
# AMR: Trip Report

Know what your fleet of vehicles has been doing with a historical view of vehicle location, with stop locations, speeding relative to posted limits, and network connectivity status data. Supports single and multi-radio routers.



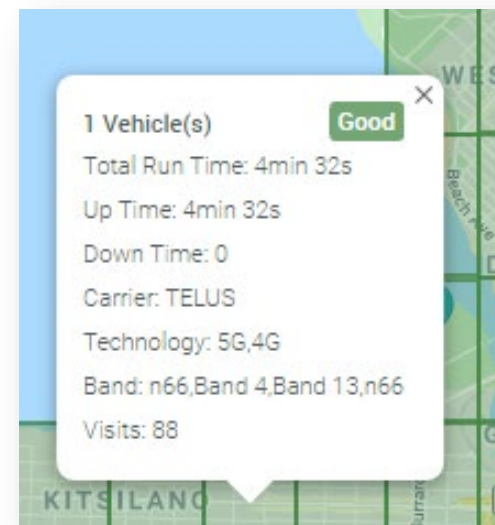
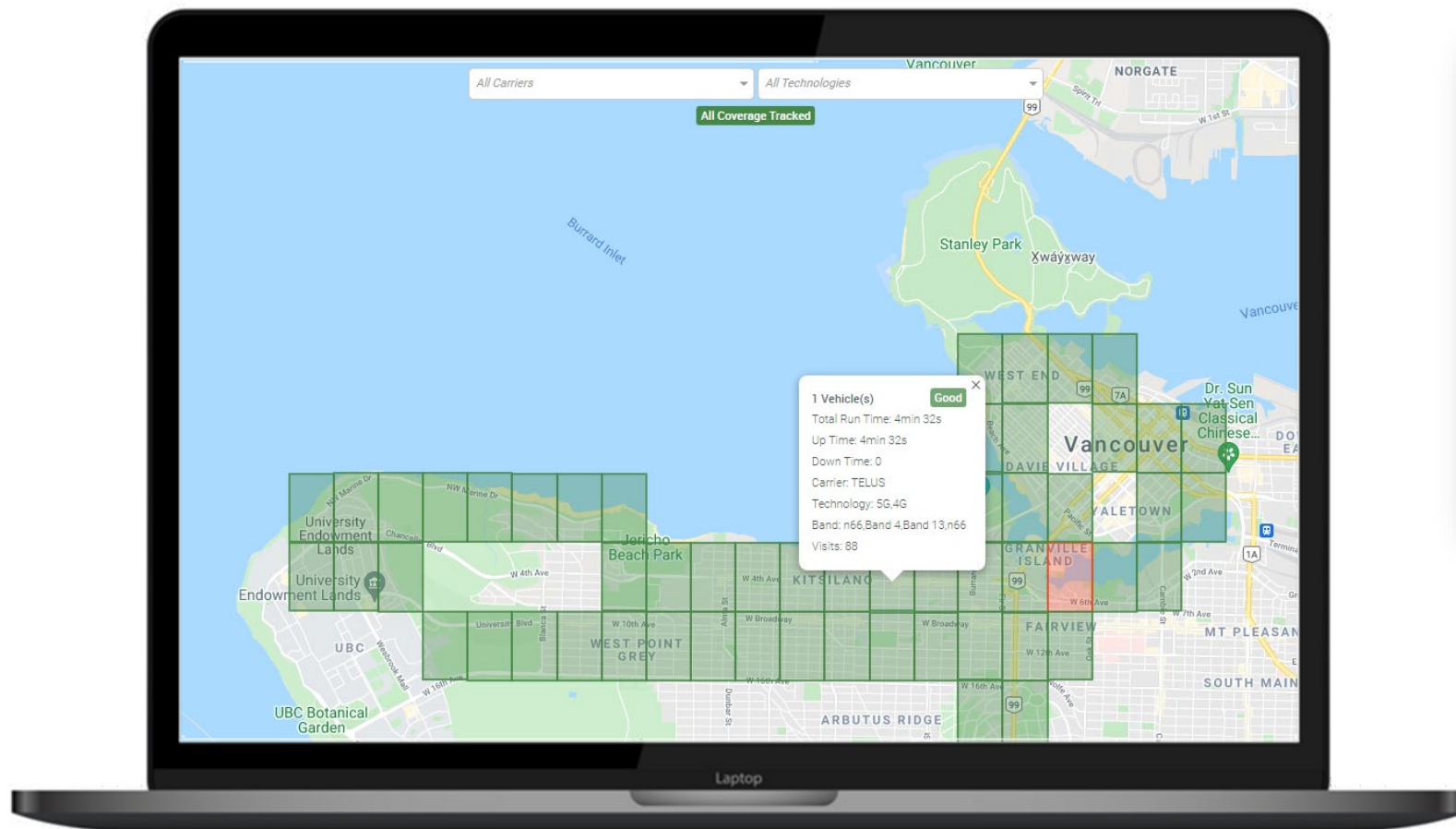
# AMR: Driver Behavior Report

Helps keep your drivers safe and manage performance, measuring driving habits such as hard acceleration, hard deceleration, cornering and speeding.



# AMR: Coverage Maps

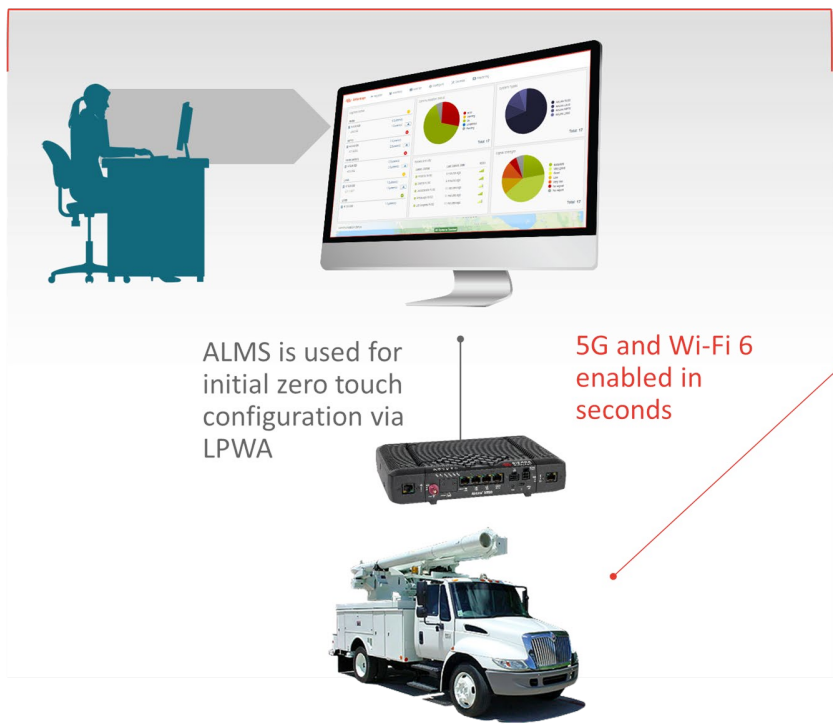
Shows you system network connectivity status during trips within the reporting period. Supports single and multi-radio routers.



# Out-of-Band Management

Leverage Semtech's low-power, wide area LPWA network to simplify deployment, support and troubleshooting

## ZERO-TOUCH CONFIGURATION



## LPWA OOBM



- Simplify initial deployment
- Reduce truck rolls
- Provide support remotely
- Reset to factory over-the-air
- Reduce downtime
- Fix a misconfigured WAN link



# Optional Add-Ons

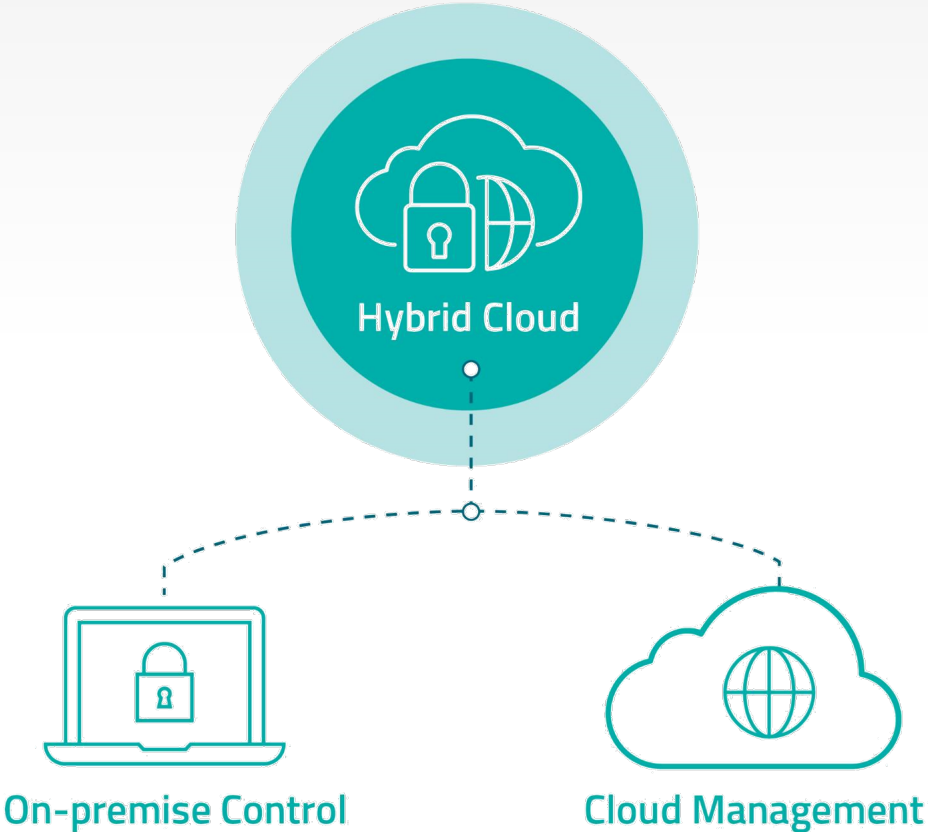
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Hybrid Cloud

Edge Computing

Smart Connectivity

# Hybrid Cloud Option



### ULTIMATE SECURITY OPTION

Combines the security on on-premises management with the power and flexibility of the cloud

### DELIVERS NETWORK ISOLATION

Deep integration with the AirLink router's embedded software helps ensure your devices can't be compromised

### ON PREMISE CONTROLS

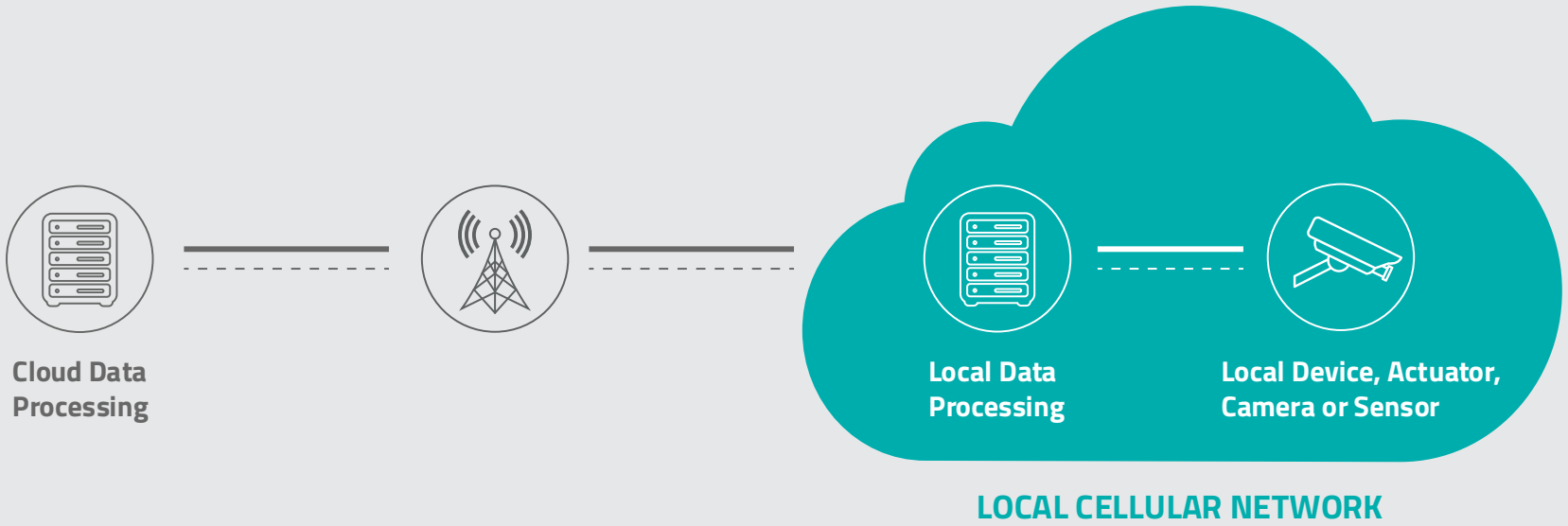
All cloud-triggered operations require on-premise approval.

### SCALES WITH YOUR NEEDS

Based on ALMS, Hybrid Cloud is infinitely scalable

[Learn More](#)

# Multi-Access Edge Computing (Beta)



- Multi-Access Edge Computing (MEC) helps reduce system latency by processing data within the local cellular network.
- AirLink OS allows you to run lightweight Docker containers to perform compute workloads on your XR90, XR80 and XR60 routers.
- Containers enables you to write applications using standard programming languages and libraries.
- AirLink XR routers provide a future-proof platform for innovation that will enable more edge applications.

# AirVantage<sup>®</sup> Smart Connectivity



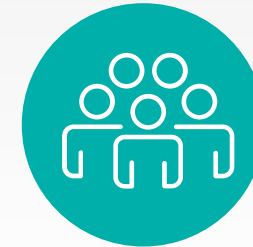
## GLOBAL SIM

Solution delivers a single global SIM with resilient connectivity and business flexibility. Supported by an advanced carrier grade infrastructure across 600+ partner networks in 190+ countries.



## ONE MANAGEMENT PLATFORM

Single, purpose-built IoT management platform to manage your connectivity, subscriptions, data and simplify your SIM fleet management.



## ONE CONNECTIVITY PARTNER

Semtech's Global Network Operations Center (GNOC) helps keep your applications connected, ensuring proactive alerts, and maximum uptime. Gain 365/24/7 support from skilled professionals.

[Learn More](#)

# AirVantage<sup>®</sup> Smart Connectivity Options



## SMART CONNECTIVITY

### PREMIUM

All the benefits of Advanced, plus an eSIM for storing a second SIM profile to:

- Extend coverage in countries with roaming restriction
- Access to all 3 leading carrier networks in the U.S.

### ADVANCED

- One intelligent global SIM with built-in resilience
- Seamless switching between multiple networks and technologies
- Global coverage across 600+ networks in 190 countries and territories



## CARRIER +

North America/US deployments with major North American Carriers  
SIM management from one single IoT Management Platform: Air Vantage



# AirLink Support (AM/AMM) Overview

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On-premise management option that enables simplified and remote configuration, control, and troubleshooting of compatible AirLink routers.

# AirLink Support

AirLink Support is required for use with the AirLink MG90 and is optional for MP70, RV55, LX60 and the LX40.

AirLink Support is dedicated to customers using AirLink Manager (AM) or AirLink Mobility Manager (AMM), our on-premises management platforms. It includes responsive and extended technical support.

AirLink Support is a subscription service that enable simplified, remote and real-time mass configuration, control and troubleshooting of AirLink® routers and gateways, connected infrastructure and mission critical applications.

- AM – Available as on-premises platform
- AMM – Available as on-premises or hosted platform

[Learn More about AM/AMM](#)



**AirLink Manager (AM)**



**AirLink Mobility Manager (AMM)**

# On Premise Service Options

## **AirLink Manager (AM)** – On-Premises Network Management for Fixed Deployment

AM displays a virtual dashboard with an up-to-date view of all connected AirLink routers and delivers a continuous stream of rich, real-time network data. AM focuses on providing basic device management capabilities.

*Available as an option for the LX, RV and MP Routers  
Coming soon on XR and RX routers (2025)*



## EXAMPLES OF CORE REPORTS INCLUDES:

### **Link Utilization**

A time-based depiction of network connection status and multi-network switching.

### **Coverage Maps**

Maps the wireless service accessed by individual routers.

### **Bandwidth Consumption**

Shows data received and transmitted over carrier network.

# On Premises Service Options

## **AirLink Mobility Manager (AMM) – On-Premises or Hosted Network Management for Vehicle Deployments**

AirLink® Mobility Manager (AMM) is a leading-edge, end-to-end network management solution for mobile routers. In addition to providing basic device management capabilities, AMM includes the Vehicle Telemetry and access to a richer set of reports..

*Required on the MG90.*

*Available as an option for the LX, RV and MP Routers*

*Coming soon on XR and RX routers (2025)*



### **EXAMPLES OF CORE REPORTS INCLUDES:**

#### **Coverage Maps**

Fleet-wide cellular coverage maps.

#### **Coverage Trails**

Connectivity for individual vehicles by location

#### **Link Utilization**

Time-based view of connectivity status for each active WAN link

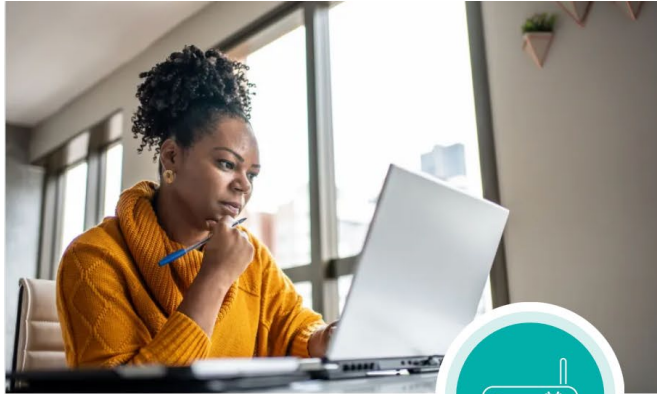
#### **Availability Trend**

Percentage of in-service time that individual routers were accessible.

#### **Bandwidth Consumption**

Volume of data received/transmitted on each network

# Find the Right Service for You



## STEP 1

Select the AirLink router best suited to your needs.

[Router Comparison Tool](#)

Identify which service packages apply to your selected routers (AirLink Premium, Complete or Support) and select plan.

[Router/Service Matrix](#)



## STEP 2

Select the initial subscription period that best fits your needs: 1 year, 3 years or 5 years.

Add optional add-ons and upgrades as desired.

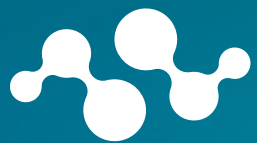
[Register your routers](#) when they are delivered.



## STEP 3

Easily renew and/or upgrade your service package at the end of your initial subscription.\* Or contact your Semtech partner for assistance.

[Renewal Information](#)



SEMTECH®

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Get Connected. Stay Connected.

